MENTAL HEALTH COORDINATING COUNCIL

CHC43515 Certificate IV in Mental Health Peer Work

What to consider before enrolling in the course

What's involved in this course?
What Peer Work tasks are required?
What does a Supervisor need to do?

This course is designed for Peer Workers who are qualified for their roles because they have lived experience of mental distress/overcoming adversity. There are many ways that peer work can look across different organisations. To ensure you understand the practical things that will be required of you throughout the course, and to help you with your enrolment decision, we have prepared this document.

WORK PLACEMENT: You must complete 80 hours in a peer work role and have a supervisor who is willing to confirm this in your Practice Logbook and complete a Supervisors Report based on their observation and knowledge of your practice. Your 80 hours can be work you have done up to a year prior to enrolment and during the course. Your peer work may be paid or voluntary. If you don't think your hours will be completed before the course ends, please talk to our Student Services Team for potential options.

ASSESSMENT BOOKS: In addition to your Practice Logbook and Supervisors Report you will need to complete Assessment Books. These assessment books generally require short answer questions, however there will be one book that requires you to write a survey and a report. The short answer questions will ask you for general knowledge and ask you to talk about your direct practice experience in peer work. You must be able to talk about working with your clients and the ways you support them over multiple questions and often include long case studies (de-identified) from your peer work practice.

CLASS OR WEBINAR ATTENDANCE: You will need study leave/the ability to attend face-to-face days when completing this course in person. If you are completing this course online, your webinars have the same attendance requirement, and you must attain study leave and attend the sessions regularly. We provide you with dates in advance so you can give these to your supervisor and make sure your schedule is clear to attend.

SUPERVISOR ROLE: Your supervisor is required to commit to supporting you during this course with gaining the required workplace experience and study leave to attend training. This will include assisting you by providing opportunities to practice all the required skills for this qualification. Your supervisor must verify and sign your logbook and complete information about your work practices in a Supervisor Report. Some workplace documentation that has been de-identified may be required in your assessments. Your supervisor's permission may be required for this.

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Tasks you will be required to undertake

These are the kinds of tasks you will write about in your assessment books, and for which you must log hours into your practice logbook. If you read this list and do not perform one or more of these tasks, please speak with your supervisor to find opportunities to practice or talk to our Student Services Team.

ONE ON ONE PEER SUPPORT - this can include sharing your stories of lived experience, supporting a person to build on strengths, establishing goals or developing wellness plans. This is your typical appointment/session and can be done in person, over the phone or online. This is beyond a passing conversation and requires you to be in a role where you provide direct prolonged peer support.

EXPLAINING, UNDERSTANDING & USING THE SYSTEM - This includes using your skills and knowledge to help or teach individuals, family, carers, and others to navigate systems that support them & to find information to answer their questions.

SUPPORTING SKILL DEVELOPMENT - This includes supporting a person to build skills related to activities of everyday life, managing the impacts from mental distress, or caring for a person with mental distress, and skills relating to a person's own goals e.g. assertiveness, budgeting, relationship building and boundaries, physical movement.

PEER WORK ADMINISTRATIVE TASKS - This includes tasks like participating in meetings, committees or working groups, working together with other workers, completing notes and other workplace documents, answering emails, managing situations where there are risk concerns or conflict, and professional development activities such as supervision and training.

FACILITATE PEER SUPPORT GROUPS - This includes facilitating or co-facilitating any peer related group work, e.g. meetings, support groups, educational sessions, consultation groups, working groups, reference groups, or providing a presentation to a team or service.

ADVOCACY AND ENCOURAGING SELF-ADVOCACY - This may include supporting the person to advocate for themselves and/or advocating with the person in order to achieve their rights and make their own decisions.

IMPROVEMENT OF SERVICES - This includes activities that improve how your service operates e.g. gathering satisfaction or evaluation feedback, identifying service gaps, addressing service access issues, making recommendations for change to management based on findings.